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## **Blue Cross Benefit and Policy Changes in Response to COVID-19**

Berlin, VT – Blue Cross and Blue Shield of Vermont is committed to ensuring our customers' access to care during the COVID-19 pandemic. We are removing barriers for providers and patients to deliver safe, efficient and quality care during this unprecedented time.

Temporary benefit and policy changes include:

### Member Cost-Share

- Waive member cost-sharing for COVID-19 tests and associated office, urgent and emergency care visits and telehealth.
- Waive cost share for urgent telemedicine visits through Amwell, our telemedicine provider.

### Expand Telemedicine and Telephone Coverage

- Promote the use of existing telemedicine services including regular virtual office visits and mental health support both from local providers and through Amwell, our national telehealth service.
- Expand access to telemedicine services for members and their providers including certain Applied Behavioral Analysis and Physical and Occupational Therapy services.
- Allow telephone-only visits for members and providers without access to audio/visual communications equipment.
- Pay for telephone triage to allow providers to manage patient needs and direct patients to receive the appropriate care on a temporary basis.

### Vermont Health Connect Exchange

- Begin an emergency COVID-19 special enrollment period **today**, for the uninsured to enroll in health plan coverage. This special enrollment period for all qualified health plans offered through the Exchange will be for one month, until April 17<sup>th</sup>.

### Prescription Drugs

- Provide home delivery of up to 90-day supplies for Rx maintenance medications available through the Express Scripts Pharmacy and 24/7 access to pharmacists.
- Allow flexibility for pharmacists to refill essential prescription medications for our members.

**About Blue Cross and Blue Shield of Vermont:** Blue Cross and Blue Shield of Vermont (BCBSVT) is the only health and wellness company based in Vermont. As a nonprofit organization and the state's oldest and largest health insurer, BCBSVT provides coverage for thousands of Vermonters through group and individual health plans. More information is available at [www.bcbsvt.com](http://www.bcbsvt.com). Blue Cross and Blue Shield of Vermont is an independent corporation operating under a license with the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.